

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: ALLAN.LUCUS

					Flags				
					Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
					24:00:00	:00:00	:00:00	24:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:			:00:00	
State:	Gone Home				Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: ALLIE.EUTSEY

					Flags				
					Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
					24:00:26	05:15:31	:00:00	18:44:55	02:34:06
8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:59:53PM	Total Activity Time:			23:59:53	
State:	Available				Flags:	(ACD)		Duration:	05:15:31
	Follow Up								02:34:06
	on a customer satisfaction call								16:10:49

Agent Status Totals:

24:00:26

Agent: AMY.COOPER

					Flags				
					Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
					23:59:22	03:18:28	:00:00	20:40:54	01:25:02
8/29/2015	First Activity:	12:00:38AM	Last Activity:	11:59:31PM	Total Activity Time:			23:58:53	
State:	Available				Flags:	(ACD)		Duration:	03:18:28
	Follow Up								01:25:02
	on a customer service interaction								10:32:52
	on a help desk interaction								08:43:00

Agent Status Totals:

23:59:22

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: BETH.COLLIER

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals: 24:00:00

Agent: BOB.KEMNA

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
23:58:50	:00:00	:00:00	23:58:50	01:43:32

8/29/2015	First Activity:	12:01:10AM	Last Activity:	11:59:25PM	Total Activity Time:	23:58:15	
State:	Follow Up		Flags:	(DND) (ACW)		Duration:	01:43:32
	on a customer satisfaction call			(ACD) (DND)			22:15:18

Agent Status Totals: 23:58:50

Agent: BOB.TOMATOE

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
23:59:01	06:25:42	:00:00	17:33:19	:24:22

8/29/2015	First Activity:	12:01:40AM	Last Activity:	11:54:36PM	Total Activity Time:	23:52:56	
State:	At Lunch		Flags:	(DND)		Duration:	01:45:00
	Available			(ACD)			06:25:42
	Follow Up			(DND) (ACW)			:24:22
	on a break			(DND)			05:00:00
	on a customer service interaction			(ACD) (DND)			10:23:57

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent Status Totals:

23:59:01

Agent: BRIAN.BOUDOURIS

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:05	:00:00	:00:00	24:00:05	01:52:35

8/29/2015 First Activity: 12:00:10AM Last Activity: 11:58:56PM Total Activity Time: 23:58:46

State: Follow Up on a customer satisfaction call
 Flags: (DND) (ACW) (ACD) (DND)
 Duration: 01:52:35 22:07:30

Agent Status Totals:

24:00:05

Agent: BRIAN.WILLIAMS

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State: Gone Home
 Flags: (DND)
 Duration: 24:00:00

Agent Status Totals:

24:00:00

Agent: BRUCE.KNAPP

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
23:59:36	05:41:56	:00:00	18:17:40	01:42:21

8/29/2015 First Activity: 12:00:24AM Last Activity: 11:55:36PM Total Activity Time: 23:55:12

State: Available on a customer service interaction on a help desk interaction
 Flags: (ACD) (DND) (ACW) (ACD) (DND) (ACD) (DND)
 Duration: 05:41:56 01:42:21 08:53:23 07:41:56

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM
Activity Time Range: <All>
Site ID Range: <All>
Agents /Workgroups: <All>



Site ID: 1

Agent Status Totals:

23:59:36

Agent: CHAD.MIMMS

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
23:59:36	05:56:13	:00:00	18:03:23	01:48:42

8/29/2015 First Activity: 12:00:24AM Last Activity: 11:48:36PM Total Activity Time: 23:48:12

State:	Flags:	Duration:
Available	(ACD)	05:56:13
Follow Up	(DND) (ACW)	01:48:42
on a customer service interaction	(ACD) (DND)	08:24:09
on a help desk interaction	(ACD) (DND)	07:50:32

Agent Status Totals:

23:59:36

Agent: CHRIS.HERR

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	06:57:27	:00:00	17:02:33	:24:08

8/29/2015 First Activity: 12:00:00AM Last Activity: 11:58:06PM Total Activity Time: 23:58:06

State:	Flags:	Duration:
At Lunch	(DND)	01:45:00
Available	(ACD)	06:57:27
Follow Up	(DND) (ACW)	:24:08
on a break	(DND)	05:00:00
on a customer service interaction	(ACD) (DND)	09:53:25

Agent Status Totals:

24:00:00

Agent: CHRISTIAN.LEEDY

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: CHRISTIAN.LEEDY

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:00	:00:00	:00:00	24:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:			:00:00	
State:	Gone Home			Flags:	(DND)			Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: CLINTON.HUNSUCKER

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:12	04:51:08	:00:00	19:09:04	02:35:53
8/29/2015	First Activity:	12:00:27AM	Last Activity:	11:59:29PM	Total Activity Time:			23:59:02	
State:	Available			Flags:	(ACD)			Duration:	04:51:08
	Follow Up				(DND) (ACW)				02:35:53
	on a customer satisfaction call				(ACD) (DND)				16:33:11

Agent Status Totals:

24:00:12

Agent: CODY.HOLLARS

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:00	:00:00	:00:00	24:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:			:00:00	
State:	Gone Home			Flags:	(DND)			Duration:	24:00:00

Agent Status Totals:

24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: DALE.PIERCE

				Flags				
				Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				24:00:00	06:08:20	:00:00	17:51:40	:22:32
8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:54:36PM	Total Activity Time:		23:54:36	
State:	At Lunch			Flags:	(DND)	Duration:	01:45:00	
	Available				(ACD)		06:08:20	
	Follow Up				(DND) (ACW)		:22:32	
	on a break				(DND)		04:59:59	
	on a customer service interaction				(ACD) (DND)		10:44:09	

Agent Status Totals:

24:00:00

Agent: DARREN.ANCHONDO

				Flags				
				Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				24:00:00	:00:00	24:00:00	:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:		:00:00	
State:	Available, No ACD			Flags:	(Non ACD)	Duration:	24:00:00	

Agent Status Totals:

24:00:00

Agent: DON.STEWART

				Flags				
				Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				24:00:00	:00:00	24:00:00	:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:		:00:00	
State:	Available, No ACD			Flags:	(Non ACD)	Duration:	24:00:00	

Agent Status Totals:

24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: DONA.BELLIN

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		24:00:57	03:04:41	:00:00	20:56:16	02:23:36

8/29/2015 First Activity: 12:00:22AM Last Activity: 11:59:18PM Total Activity Time: 23:58:56

State:	Available	Flags:	(ACD)	Duration:	03:04:41
	Follow Up		(DND) (ACW)		02:23:36
	on a customer satisfaction call		(ACD) (DND)		18:32:40

Agent Status Totals:

24:00:57

Agent: DOUG.MYGRANT

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		23:59:23	05:44:44	:00:00	18:14:39	01:38:19

8/29/2015 First Activity: 12:00:50AM Last Activity: 11:57:13PM Total Activity Time: 23:56:23

State:	At Lunch	Flags:	(DND)	Duration:	01:44:59
	Available		(ACD)		05:44:44
	Follow Up		(DND) (ACW)		01:38:19
	on a break		(DND)		05:00:00
	on a help desk interaction		(ACD) (DND)		09:51:21

Agent Status Totals:

23:59:23

Agent: DOUG.NOLL

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		23:59:10	05:35:45	:00:00	18:23:25	01:52:27

8/29/2015 First Activity: 12:00:50AM Last Activity: 11:58:00PM Total Activity Time: 23:57:10

State:	Available	Flags:	(ACD)	Duration:	05:35:45
	Follow Up		(DND) (ACW)		01:52:27

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: DOUG.NOLL

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
23:59:10	05:35:45	:00:00	18:23:25	01:52:27

on a customer service interaction (ACD) (DND) 07:52:01

on a help desk interaction (ACD) (DND) 08:38:57

Agent Status Totals:

23:59:10

Agent: ELIZABETH.SANDERS

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State: Gone Home Flags: (DND) Duration: 24:00:00

Agent Status Totals:

24:00:00

Agent: ELLIS.MCBRIDE

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
23:59:16	01:13:20	22:40:36	:05:20	:05:20

8/29/2015 First Activity: 12:00:44AM Last Activity: 11:59:06PM Total Activity Time: 23:58:22

State: Available Flags: (ACD) Duration: 01:13:20

campaign call (Non ACD) 22:40:36

Follow Up (DND) (ACW) :05:20

Agent Status Totals:

23:59:16

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: ERIC.LONGNECKER

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
23:59:23	:00:00	:00:00	23:59:23	01:44:12

8/29/2015	First Activity:	12:00:37AM	Last Activity:	11:58:54PM	Total Activity Time:	23:58:17
State:	Follow Up	Flags:		(DND) (ACW)	Duration:	01:44:12
	on a customer satisfaction call			(ACD) (DND)		22:15:11

Agent Status Totals:

23:59:23

Agent: FERNANDO.HARTZLER

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00
State:	Gone Home	Flags:		(DND)	Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: FRED.WRUCK

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	24:00:00	:00:00	:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00
State:	Available	Flags:		(ACD)	Duration:	24:00:00

Agent Status Totals:

24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: GERARD.CAMPBELL

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:12	11:50:22	:00:00	12:09:50	:09:50
8/29/2015	First Activity:	12:00:18AM	Last Activity:	11:56:00PM	Total Activity Time:			23:55:42	
State:	Available				Flags:	(ACD)	Duration:		07:21:14
	Follow Up					(DND) (ACW)			:09:50
	Gone Home					(DND)			12:00:00
	on a support interaction					(ACD)			04:29:08

Agent Status Totals:

24:00:12

Agent: GINO.ANDRE

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:00	:00:00	:00:00	24:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:			:00:00	
State:	Gone Home				Flags:	(DND)	Duration:		24:00:00

Agent Status Totals:

24:00:00

Agent: GUY.RISK

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					23:59:21	06:50:20	:00:00	17:09:01	02:47:03
8/29/2015	First Activity:	12:00:53AM	Last Activity:	11:59:56PM	Total Activity Time:			23:59:03	
State:	Available				Flags:	(ACD)	Duration:		06:50:20
	Follow Up					(DND) (ACW)			02:47:03
	on a customer satisfaction call					(ACD) (DND)			14:21:58

Agent Status Totals:

23:59:21

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: HARRIET.TERRY

				Flags				
				Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				24:00:00	11:50:08	:00:00	12:09:52	:09:52
8/29/2015	First Activity:	12:00:00AM	Last Activity:	7:00:01PM	Total Activity Time:		19:00:01	
State:	Available			Flags:	(ACD)	Duration:	07:21:05	
	Follow Up				(DND) (ACW)		:09:52	
	Gone Home				(DND)		12:00:00	
	on a support interaction				(ACD)		04:29:03	

Agent Status Totals:

24:00:00

Agent: HELMUT.GROHNERT

				Flags				
				Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				24:00:14	05:32:30	:00:00	18:27:44	01:39:56
8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:56:54PM	Total Activity Time:		23:56:54	
State:	Available			Flags:	(ACD)	Duration:	05:32:30	
	Follow Up				(DND) (ACW)		01:39:56	
	on a customer service interaction				(ACD) (DND)		08:46:38	
	on a help desk interaction				(ACD) (DND)		08:01:10	

Agent Status Totals:

24:00:14

Agent: HENRIETTA.HALL

				Flags				
				Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				23:59:29	01:14:53	22:39:21	:05:15	:05:15
8/29/2015	First Activity:	12:00:31AM	Last Activity:	11:59:59PM	Total Activity Time:		23:59:28	
State:	Available			Flags:	(ACD)	Duration:	01:14:53	

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: HENRIETTA.HALL

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		23:59:29	01:14:53	22:39:21	:05:15	:05:15
campaign call	(Non ACD)				22:39:21	
Follow Up	(DND) (ACW)				:05:15	

Agent Status Totals:

23:59:29

Agent: HILLARY.KEHRER

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		24:00:00	05:16:45	:00:00	18:43:15	01:04:42

8/29/2015 First Activity: 12:00:00AM Last Activity: 11:58:57PM Total Activity Time: 23:58:57

State:	Activity	Flags:	Duration:
At Lunch		(DND)	01:45:00
Available		(ACD)	05:16:45
Follow Up		(DND) (ACW)	01:04:42
on a break		(DND)	05:00:00
on a customer service interaction		(ACD) (DND)	05:33:36
on a help desk interaction		(ACD) (DND)	05:19:57

Agent Status Totals:

24:00:00

Agent: HOPE.MARTIN

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State:	Activity	Flags:	Duration:
Gone Home		(DND)	24:00:00

Agent Status Totals:

24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: JAMIE.MANG

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		24:00:00	03:09:17	:00:00	20:50:43	01:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 9:15:00PM Total Activity Time: 21:15:00

State:	Activity	Flags:	Duration:
At Lunch		(DND)	01:45:00
Available		(ACD)	03:09:17
Follow Up		(DND) (ACW)	01:00:00
Gone Home		(DND)	02:45:00
on a break		(DND)	04:59:56
on a customer service interaction		(ACD) (DND)	05:47:40
on a help desk interaction		(ACD) (DND)	04:33:07

Agent Status Totals: 24:00:00

Agent: JASON.BENDER

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		24:00:00	05:36:47	:00:00	18:23:13	01:55:47

8/29/2015 First Activity: 12:00:00AM Last Activity: 11:59:58PM Total Activity Time: 23:59:58

State:	Activity	Flags:	Duration:
Available		(ACD)	05:36:47
Follow Up		(DND) (ACW)	01:55:47
on a customer service interaction		(ACD) (DND)	06:42:45
on a help desk interaction		(ACD) (DND)	09:44:41

Agent Status Totals: 24:00:00

Agent: JASON.LEE

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		24:00:00	:00:00	:00:00	24:00:00	:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: JASON.LEE

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:00	:00:00	:00:00	24:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:			:00:00	
State:	Gone Home				Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: JAVIER.BIRDSALL

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:01:04	04:12:18	:00:00	19:48:46	02:20:25
8/29/2015	First Activity:	12:00:09AM	Last Activity:	11:59:23PM	Total Activity Time:			23:59:14	
State:	Available				Flags:	(ACD)		Duration:	04:12:18
	Follow Up								02:20:25
	on a customer satisfaction call								17:28:21

Agent Status Totals:

24:01:04

Agent: JEN.AYTON

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:00	24:00:00	:00:00	:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:			:00:00	
State:	Available				Flags:	(ACD)		Duration:	24:00:00

Agent Status Totals:

24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: JENIFER.CARPENTER

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		24:00:23	05:29:05	:00:00	18:31:18	01:14:25

8/29/2015 First Activity: 12:00:50AM Last Activity: 11:57:12PM Total Activity Time: 23:56:22

State:	Activity	Flags:	Duration:
At Lunch		(DND)	01:45:00
Available		(ACD)	05:29:05
Follow Up		(DND) (ACW)	01:14:25
on a break		(DND)	05:00:00
on a customer service interaction		(ACD) (DND)	03:19:08
on a help desk interaction		(ACD) (DND)	07:12:45

Agent Status Totals: 24:00:23

Agent: JENNA.EICKMAN

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State:	Activity	Flags:	Duration:
Gone Home		(DND)	24:00:00

Agent Status Totals: 24:00:00

Agent: JENNIFER.DEARBORNE

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State:	Activity	Flags:	Duration:
Gone Home		(DND)	24:00:00

Agent Status Totals: 24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: JENNIFER.RIOS

				Flags				
				Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				24:00:16	05:37:30	:00:00	18:22:46	01:51:22
8/29/2015	First Activity:	12:00:52AM	Last Activity:	11:57:36PM	Total Activity Time:		23:56:44	
State:	Available			Flags:	(ACD)	Duration:	05:37:30	
	Follow Up				(DND) (ACW)		01:51:22	
	on a customer service interaction				(ACD) (DND)		08:05:24	
	on a help desk interaction				(ACD) (DND)		08:26:00	

Agent Status Totals:

24:00:16

Agent: JEREMY.CARTER

				Flags				
				Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				24:00:00	05:52:43	:00:00	18:07:17	01:36:03
8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:59:13PM	Total Activity Time:		23:59:13	
State:	At Lunch			Flags:	(DND)	Duration:	01:45:00	
	Available				(ACD)		05:52:43	
	Follow Up				(DND) (ACW)		01:36:03	
	on a break				(DND)		05:00:00	
	on a help desk interaction				(ACD) (DND)		09:46:14	

Agent Status Totals:

24:00:00

Agent: JESSIE.HINCHEY

				Flags				
				Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				24:00:00	:00:00	:00:00	24:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:		:00:00	

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: JESSIE.HINCHEY

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		24:00:00	:00:00	:00:00	24:00:00	:00:00
State:	Gone Home	Flags: (DND)			Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: JO.HOWELL

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		24:01:14	05:06:06	:00:00	18:55:08	01:43:00
8/29/2015	First Activity: 12:00:00AM Last Activity: 11:57:19PM Total Activity Time:	23:57:19				
State:	Available	Flags: (ACD)			Duration:	05:06:06
	Follow Up on a customer service interaction	(DND) (ACW)				01:43:00
	on a help desk interaction	(ACD) (DND)				06:47:11
		(ACD) (DND)				10:24:57

Agent Status Totals:

24:01:14

Agent: JOHN.CARR

		Flags				
		Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
		24:00:25	06:20:11	:00:00	17:40:14	:24:01
8/29/2015	First Activity: 12:00:41AM Last Activity: 11:56:57PM Total Activity Time:	23:56:16				
State:	At Lunch	Flags: (DND)			Duration:	01:45:00
	Available	(ACD)				06:20:11
	Follow Up on a break	(DND) (ACW)				:24:01
	on a customer service interaction	(DND)				04:59:59
		(ACD) (DND)				10:31:14

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent Status Totals:

24:00:25

Agent: JULIANNE.HAVEL

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State: Gone Home Flags: (DND) Duration: 24:00:00

Agent Status Totals:

24:00:00

Agent: JULIE.SMITH

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	06:40:34	:00:00	17:19:26	:23:41

8/29/2015 First Activity: 12:00:00AM Last Activity: 11:58:21PM Total Activity Time: 23:58:21

State: At Lunch Flags: (DND) Duration: 01:45:00
 Available (ACD) 06:40:34
 Follow Up (DND) (ACW) :23:41
 on a break (DND) 05:00:00
 on a customer service interaction (ACD) (DND) 10:10:45

Agent Status Totals:

24:00:00

Agent: JULIO.FRIEDLAND

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State: Gone Home Flags: (DND) Duration: 24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent Status Totals:

24:00:00

Agent: KARL.STONEKING

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
23:59:03	06:25:59	:00:00	17:33:04	:24:30

8/29/2015 First Activity: 12:00:57AM Last Activity: 11:59:07PM Total Activity Time: 23:58:10

State:	At Lunch	Flags:	(DND)	Duration:	01:45:00
	Available		(ACD)		06:25:59
	Follow Up		(DND) (ACW)		:24:30
	on a break		(DND)		05:00:00
	on a customer service interaction		(ACD) (DND)		10:23:34

Agent Status Totals:

23:59:03

Agent: KATHY.JOHNSON

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State:	Gone Home	Flags:	(DND)	Duration:	24:00:00
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Agent Status Totals:

24:00:00

Agent: KENYA.WOLKEN

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State:	Gone Home	Flags:	(DND)	Duration:	24:00:00
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(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent Status Totals:

24:00:00

Agent: KEVIN.SMITH

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State: Gone Home Flags: (DND) Duration: 24:00:00

Agent Status Totals:

24:00:00

Agent: LANCE.GUAN

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State: Gone Home Flags: (DND) Duration: 24:00:00

Agent Status Totals:

24:00:00

Agent: LANCE.HURSEY

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State: Gone Home Flags: (DND) Duration: 24:00:00

Agent Status Totals:

24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: LARRY.WALL

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: LAUREN.TRUENT

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: LESLEY.MARTIN

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:04	:00:00	:00:00	24:00:04	01:27:35

8/29/2015	First Activity:	12:00:02AM	Last Activity:	11:59:56PM	Total Activity Time:	23:59:54	
State:	Follow Up on a customer satisfaction call		Flags:	(DND) (ACW) (ACD) (DND)		Duration:	01:27:35 22:32:29

Agent Status Totals:

24:00:04

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM
Activity Time Range: <All>
Site ID Range: <All>
Agents /Workgroups: <All>



Site ID: 1

Agent: LESSIE.MACASLAN

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	24:00:00	:00:00	:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00
 State: Available Flags: (ACD) Duration: 24:00:00

Agent Status Totals: 24:00:00

Agent: LINDA.HERR

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00
 State: Gone Home Flags: (DND) Duration: 24:00:00

Agent Status Totals: 24:00:00

Agent: LINDA.ZOLLAR

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00
 State: Gone Home Flags: (DND) Duration: 24:00:00

Agent Status Totals: 24:00:00

Agent: LISA.SCHWARTZ

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: LISA.SCHWARTZ

						Flags				
						Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
						24:00:00	:00:00	:00:00	24:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00				
State:	Gone Home				Flags:	(DND)			Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: LISA.WEED

						Flags				
						Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
						24:00:00	:00:00	:00:00	24:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00				
State:	Gone Home				Flags:	(DND)			Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: LONNIE.WIESNER

						Flags				
						Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
						24:00:00	:00:00	:00:00	24:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00				
State:	Gone Home				Flags:	(DND)			Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: MADELINE.GILBERT

						Flags				
						Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
						24:00:00	:00:00	:00:00	24:00:00	:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: MADELINE.GILBERT

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: MARK.MALIN

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: MARYLYN.PATRICK

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	24:00:00	:00:00	:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Available		Flags:	(ACD)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: MATHEW.AUTIN

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: MATHEW.AUTIN

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: MATT.GUSTITUS

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	01:27:40

8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:59:23PM	Total Activity Time:	23:59:23	
State:	Follow Up		Flags:	(DND) (ACW)		Duration:	01:27:40
	on a customer satisfaction call			(ACD) (DND)			22:32:20

Agent Status Totals:

24:00:00

Agent: MELISSA.CLARK

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: MELISSA.GREEVES

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:00	:00:00	:00:00	24:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:			:00:00	
State:	Gone Home				Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: MELISSA.PATTERSON

					Flags					
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW	
					24:00:00	05:18:47	:00:00	18:41:13	01:59:28	
8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:56:06PM	Total Activity Time:			23:56:06		
State:	Available					Flags:	(ACD)		Duration:	05:18:47
	Follow Up						(DND) (ACW)			01:59:28
	on a customer service interaction						(ACD) (DND)			06:18:37
	on a help desk interaction						(ACD) (DND)			10:23:08

Agent Status Totals:

24:00:00

Agent: MIKE.WAGAMON

					Flags					
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW	
					24:01:08	05:45:19	:00:00	18:15:49	01:45:21	
8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:58:13PM	Total Activity Time:			23:58:13		
State:	Available					Flags:	(ACD)		Duration:	05:45:19
	Follow Up						(DND) (ACW)			01:45:21
	on a customer service interaction						(ACD) (DND)			08:02:08
	on a help desk interaction						(ACD) (DND)			08:28:20

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent Status Totals:

24:01:08

Agent: MILAGROS.DILULLO

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: MONTY.SANDERS

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: MORGAN.YOUNG

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: NEIL.KINDELL

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: NICHOLAS.MILLER

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: NOEMI.AMOROSO

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: PAUL.BURMIESTER

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	05:23:10	:00:00	18:36:50	01:54:10

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: PAUL.BURMIESTER

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:00	05:23:10	:00:00	18:36:50	01:54:10
8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:56:06PM	Total Activity Time:			23:56:06	
State:	Available				Flags:	(ACD)	Duration:		05:23:10
	Follow Up					(DND) (ACW)			01:54:10
	on a customer service interaction					(ACD) (DND)			07:03:42
	on a help desk interaction					(ACD) (DND)			09:38:58

Agent Status Totals:

24:00:00

Agent: PAUL.CAUSEY

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:00	24:00:00	:00:00	:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:			:00:00	
State:	Available				Flags:	(ACD)	Duration:		24:00:00

Agent Status Totals:

24:00:00

Agent: PENELOPE.PYNE

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:02	04:55:07	:00:00	19:04:55	02:38:56
8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:58:07PM	Total Activity Time:			23:58:07	
State:	Available				Flags:	(ACD)	Duration:		04:55:07
	Follow Up					(DND) (ACW)			02:38:56
	on a customer satisfaction call					(ACD) (DND)			16:25:59

Agent Status Totals:

24:00:02

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: PERCY.BOWMAN

				Flags				
				Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				24:00:00	11:50:00	:00:00	12:10:00	:10:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:54:39PM	Total Activity Time:		23:54:39	
State:	Available			Flags:	(ACD)	Duration:	07:20:31	
	Follow Up				(DND) (ACW)		:10:00	
	Gone Home				(DND)		12:00:00	
	on a support interaction				(ACD)		04:29:29	

Agent Status Totals:

24:00:00

Agent: PHIL.MERRIMAN

				Flags				
				Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				24:00:00	:00:00	24:00:00	:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:		:00:00	
State:	Available, No ACD			Flags:	(Non ACD)	Duration:	24:00:00	

Agent Status Totals:

24:00:00

Agent: RACHEL.CONNER

				Flags				
				Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
				24:00:00	11:50:00	:00:00	12:10:00	:10:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	7:00:01PM	Total Activity Time:		19:00:01	
State:	Available			Flags:	(ACD)	Duration:	07:20:32	
	Follow Up				(DND) (ACW)		:10:00	
	Gone Home				(DND)		12:00:00	
	on a support interaction				(ACD)		04:29:28	

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent Status Totals:

24:00:00

Agent: **ROBIN.WEST**

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	05:12:22	:00:00	18:47:38	01:50:42

8/29/2015 First Activity: 12:00:00AM Last Activity: 11:57:46PM Total Activity Time: 23:57:46

State	Flags	Duration
Available	(ACD)	05:12:22
Follow Up	(DND) (ACW)	01:50:42
on a customer service interaction	(ACD) (DND)	06:41:57
on a help desk interaction	(ACD) (DND)	10:14:59

Agent Status Totals:

24:00:00

Agent: **ROLANDO.LAWRENCE**

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	01:12:28	22:42:31	:05:01	:05:01

8/29/2015 First Activity: 12:00:00AM Last Activity: 11:57:03PM Total Activity Time: 23:57:03

State	Flags	Duration
Available	(ACD)	01:12:28
campaign call	(Non ACD)	22:42:31
Follow Up	(DND) (ACW)	:05:01

Agent Status Totals:

24:00:00

Agent: **RONDA.MALIN**

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: RONDA.MALIN

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

State: Gone Home Flags: (DND) Duration: 24:00:00

Agent Status Totals:

24:00:00

Agent: ROXIE.KAMEL

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State: Gone Home Flags: (DND) Duration: 24:00:00

Agent Status Totals:

24:00:00

Agent: RUDY.HUNTER

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	01:13:54	22:41:24	:04:42	:04:42

8/29/2015 First Activity: 12:00:00AM Last Activity: 11:52:03PM Total Activity Time: 23:52:03

State: Available Flags: (ACD) Duration: 01:13:54

campaign call (Non ACD) 22:41:24

Follow Up (DND) (ACW) :04:42

Agent Status Totals:

24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: SANDRA.YOUNG

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: SARA.NEWMAN

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	01:18:46	22:36:18	:04:56	:04:56

8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:58:23PM	Total Activity Time:	23:58:23
State:	Available	Flags:		(ACD)	Duration:	01:18:46
	campaign call	Flags:		(Non ACD)	Duration:	22:36:18
	Follow Up	Flags:		(DND) (ACW)	Duration:	:04:56

Agent Status Totals:

24:00:00

Agent: SARAH.MONTGOMERY

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: SCOTT.STALLINGS

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					23:59:47	05:23:01	:00:00	18:36:46	01:36:10
8/29/2015	First Activity:	12:00:13AM	Last Activity:	11:58:21PM	Total Activity Time:		23:58:08		
State:	Available				Flags:	(ACD)	Duration:		05:23:01
	Follow Up					(DND) (ACW)			01:36:10
	on a customer service interaction					(ACD) (DND)			07:52:22
	on a help desk interaction					(ACD) (DND)			09:08:14

Agent Status Totals:

23:59:47

Agent: SCOTT.WILSON

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:00	05:23:15	:00:00	18:36:45	01:39:07
8/29/2015	First Activity:	12:00:00AM	Last Activity:	11:59:13PM	Total Activity Time:		23:59:13		
State:	Available				Flags:	(ACD)	Duration:		05:23:15
	Follow Up					(DND) (ACW)			01:39:07
	on a customer service interaction					(ACD) (DND)			08:14:16
	on a help desk interaction					(ACD) (DND)			08:43:22

Agent Status Totals:

24:00:00

Agent: SEAN.HADDEN

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:00	:00:00	:00:00	24:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:		:00:00		
State:	Gone Home				Flags:	(DND)	Duration:		24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent Status Totals:

24:00:00

Agent: SERENA.COLVARD

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State: Gone Home Flags: (DND) Duration: 24:00:00

Agent Status Totals:

24:00:00

Agent: SHARON.FLETCHER

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	01:06:54	22:47:57	:05:09	:05:09

8/29/2015 First Activity: 12:00:00AM Last Activity: 11:56:58PM Total Activity Time: 23:56:58

State: Available Flags: (ACD) Duration: 01:06:54
 campaign call (Non ACD) 22:47:57
 Follow Up (DND) (ACW) :05:09

Agent Status Totals:

24:00:00

Agent: SHARRON.KENSEY

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State: Gone Home Flags: (DND) Duration: 24:00:00

Agent Status Totals:

24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: SHEILA.MILLER

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals: 24:00:00

Agent: SHERRY.STONEKING

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals: 24:00:00

Agent: SOFIA.FEIT

Flags				
Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals: 24:00:00

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: STEVEN.SIMMS

Flags				
Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: TED.FRISON

Flags				
Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: TED.MALM

Flags				
Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:	:00:00	
State:	Gone Home		Flags:	(DND)		Duration:	24:00:00

Agent Status Totals:

24:00:00

Agent: TOM.DAVIS

Flags				
Logged In	Acid Logged In	Non Acid Logged In	DND	ACW
24:00:00	05:15:41	:00:00	18:44:19	01:28:26

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent: TOM.DAVIS

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:00	05:15:41	:00:00	18:44:19	01:28:26
8/29/2015	First Activity:	12:00:07AM	Last Activity:	11:57:13PM	Total Activity Time:		23:57:06		
State:	Available				Flags:	(ACD)	Duration:	05:15:41	
	Follow Up					(DND) (ACW)		01:28:26	
	on a customer service interaction					(ACD) (DND)		09:43:56	
	on a help desk interaction					(ACD) (DND)		07:31:57	

Agent Status Totals:

24:00:00

Agent: TONY.KELCH

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:14	05:35:09	:00:00	18:25:05	01:46:22
8/29/2015	First Activity:	12:00:53AM	Last Activity:	11:58:13PM	Total Activity Time:		23:57:20		
State:	Available				Flags:	(ACD)	Duration:	05:35:09	
	Follow Up					(DND) (ACW)		01:46:22	
	on a customer service interaction					(ACD) (DND)		07:35:09	
	on a help desk interaction					(ACD) (DND)		09:03:34	

Agent Status Totals:

24:00:14

Agent: TONY.SCHWARTZ

					Flags				
					Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
					24:00:00	:00:00	:00:00	24:00:00	:00:00
8/29/2015	First Activity:	12:00:00AM	Last Activity:	12:00:00AM	Total Activity Time:		:00:00		
State:	Gone Home				Flags:	(DND)	Duration:	24:00:00	

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM

Activity Time Range: <All>

Site ID Range: <All>

Agents /Workgroups: <All>



Site ID: 1

Agent Status Totals:

24:00:00

Agent: TONYA.SIMPSON

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
23:59:36	05:17:42	:00:00	18:41:54	01:46:36

8/29/2015 First Activity: 12:00:24AM Last Activity: 11:58:31PM Total Activity Time: 23:58:07

State:	Available	Flags:	(ACD)	Duration:	05:17:42
	Follow Up		(DND) (ACW)		01:46:36
	on a customer service interaction		(ACD) (DND)		08:04:24
	on a help desk interaction		(ACD) (DND)		08:50:54

Agent Status Totals:

23:59:36

Agent: WILLIAM.YOUNG

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:00:00	:00:00	:00:00	24:00:00	:00:00

8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time: :00:00

State:	Gone Home	Flags:	(DND)	Duration:	24:00:00
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Agent Status Totals:

24:00:00

Agent: ZACH.JOHNSON

Flags

Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
24:01:36	05:16:00	:00:00	18:45:36	01:46:52

8/29/2015 First Activity: 12:00:00AM Last Activity: 11:57:31PM Total Activity Time: 23:57:31

State:	Available	Flags:	(ACD)	Duration:	05:16:00
	Follow Up		(DND) (ACW)		01:46:52
	on a customer service interaction		(ACD) (DND)		08:18:58

(Supervisor) Agent Availability Summary

Date Time Range: 8/29/2015 12:00:00 AM - 8/29/2015 11:59:59 PM
Activity Time Range: <All>
Site ID Range: <All>
Agents /Workgroups: <All>



Site ID: 1

Agent: ZACH.JOHNSON

	Flags				
	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
	24:01:36	05:16:00	:00:00	18:45:36	01:46:52
on a help desk interaction	(ACD) (DND)			08:39:46	

Agent Status Totals:

24:01:36

Agent: ZACHARY.PERROTT

	Flags				
	Logged In	Acd Logged In	Non Acd Logged In	DND	ACW
	24:00:00	:00:00	:00:00	24:00:00	:00:00
8/29/2015 First Activity: 12:00:00AM Last Activity: 12:00:00AM Total Activity Time:	:00:00				
State: Gone Home	Flags: (DND)			Duration:	24:00:00

Agent Status Totals:

24:00:00

	Duration	Flags			
		Acd Logged In	Non Acd Logged In	DND	ACW
Grand Total for Agents	2687:59:25	364:36:18	208:08:07	2115:15:00	65:14:12